



**COUNTY OF LOS ANGELES
DEPARTMENT OF COMMUNITY AND SENIOR SERVICES**

YOUTH PROGRAM

APPENDIX K: STATEMENT OF WORK

PREAMBLE

For over a decade, the County of Los Angeles (County) has collaborated with its community partners to enhance the capacity of the health and human services system to improve the lives of children and families. These efforts require, as a fundamental expectation, that the County's contracting partners share the County and community's commitment to provide health and human services that support achievement of the County's vision, goals, values, and adopted outcomes. Key to these efforts is the integration of service delivery systems and the adoption of the Customer Service and Satisfaction Standards.

The County of Los Angeles' Vision is to improve the quality of life in the County by providing responsive, efficient, and high quality public services that promote the self-sufficiency, well-being and prosperity of individuals, families, business and communities. This philosophy of teamwork and collaboration is anchored in the shared values of:

- | | |
|-------------------|-------------------------|
| ➤ Responsiveness | ➤ Integrity |
| ➤ Professionalism | ➤ Commitment |
| ➤ Accountability | ➤ A Can-Do Attitude |
| ➤ Compassion | ➤ Respect for Diversity |

These shared values are encompassed in the County Mission to enrich lives through effective and caring service and the County Strategic Plan's eight goals: 1) Service Excellence; 2) Workforce Excellence; 3) Organizational Effectiveness; 4) Fiscal Responsibility; 5) Children and Families' Well-Being; 6) Community Services; 7) Health and Mental Health; and 8) Public Safety. Improving the well-being of children and families requires coordination, collaboration, and integration of services across functional and jurisdictional boundaries, by and between County departments/agencies, and community and contracting partners.

The basic conditions that represent the well-being we seek for all children and families in Los Angeles County are delineated in the following five outcomes, adopted by the Board of Supervisors in January 1993.

- Good Health;

- Economic Well-Being;
- Safety and Survival;
- Emotional and Social Well-Being; and
- Education and Workforce Readiness.

Recognizing no single strategy - in isolation - can achieve the County's outcomes of well-being for children and families, consensus has emerged among County and community leaders that making substantial improvements in integrating the County's health and human services system is necessary to significantly move toward achieving these outcomes. The County has also established values and goals for guiding this effort to integrate the health and human services delivery system:

- Families are treated with respect in every encounter they have with the health, educational, and social services systems.
- Families can easily access a broad range of services to address their needs, build on their strengths, and achieve their goals.
- There is no "wrong door": wherever a family enters the system is the right place.
- Families receive services tailored to their unique situations and needs.
- Service providers and advocates involve families in the process of determining service plans, and proactively provide families with coordinated and comprehensive information, services, and resources.
- The County service system is flexible, able to respond to service demands for both the Countywide population and specific population groups.
- The County service system acts to strengthen communities, recognizing that just as individuals live in families, families live in communities.
- In supporting families and communities, County agencies work seamlessly with public and private service providers, community-based organizations, and other community partners.
- County agencies and their partners work together seamlessly to demonstrate substantial progress towards making the system more strength-based, family-focused, culturally-competent, accessible, user-friendly, responsive, cohesive, efficient, professional, and accountable.
- County agencies and their partners focus on administrative and operational enhancements to optimize the sharing of information, resources, and best practices while also protecting the privacy rights of families.
- County agencies and their partners pursue multi-disciplinary service delivery, a single service plan, staff development opportunities, infrastructure enhancements, customer service and satisfaction evaluation, and revenue maximization.

- County agencies and their partners create incentives to reinforce the direction toward service integration and a seamless service delivery system.
- The County human service system embraces a commitment to the disciplined pursuit of results accountability across systems. Specifically, any strategy designed to improve the County human services system for children and families should ultimately be judged by whether it helps achieve the County's five outcomes for children and families should ultimately be judged by whether it helps achieve the County's five outcomes for children and families: good health, economic well-being, safety and survival, emotional and social well-being, and education and workforce readiness.

County departments' strategic plans for achieving these goals include: efforts to become more Consumer/client-focused; valuing community partnerships and collaborations; emphasizing values and integrity; and using a strengths-based and multi-disciplinary team approach. County departments are also working to provide the Board of Supervisors and the community with a better understanding of how resources are being utilized, how well services are being provided, and what are the results of the services, and to determine: is anyone better off?

The County of Los Angeles health and human service departments and their partners are working together to achieve the following ***Customer Service and Satisfaction Standards*** in support of improving outcomes for children and families:

Personal Service Delivery

The service delivery staff and volunteers will treat customers and each other with courtesy, dignity, and respect.

- Introduce themselves by name
- Listen carefully and patiently to customers
- Be responsive to cultural and linguistic needs
- Explain procedures clearly
- Build on the strengths of families and communities

Service Access

Service providers will work proactively to facilitate customer access to services.

- Provide services as promptly as possible
- Provide clear directions and service information
- Outreach to the community and promote available services
- Involve families in service plan development
- Follow-up to ensure appropriate delivery of services

Service Environment

- Ensure a safe environment, which supports the effective delivery of services.
- Ensure a professional atmosphere

APPENDIX K FOR YOUTH RFSQ 2012

- Display vision, mission, and values statements
- Provide a clean and comfortable waiting area
- Ensure privacy
- Post complaint and appeals procedures

The basis for all County health and human services contracts is the provision of the highest level of quality services that support improved outcomes for children and families. To that end, the County and its contracting partners must work together and share a commitment to achieve a common vision, goals, outcomes, and standards for providing services.

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YOUTH PROGRAM APPENDIX K: STATEMENT OF WORK

1.0 OVERVIEW

1.1 General Principles

- 1.1.1 This Request for Statement of Qualifications (RFSQ) defines the minimum requirements and tasks for the provision of youth services. Contractor is obligated to provide the services described herein. The County has established a cost-reimbursement agreement with Contractor for services provided.
- 1.1.2 Contractor shall provide integrated workforce services in the areas outlined in this Statement of Work (SOW).
- 1.1.3 Contractor shall leverage workforce investment, educational, and other human resource programs and funding streams to create a seamless system of service delivery that will enhance access to the program's services and improve long-term employment outcomes for youth.

2.0 MINIMUM MANDATORY REQUIREMENTS

- 2.1 Contractor shall have a minimum of five (5) years of experience contracting directly with a federal, State, County, or municipal government entity, of which three (3) years must be at the capacity of administering a continuum of services to youth between the ages of 14 and 24 years of age.
- 2.2 Eligible agencies that may apply to this RFSQ shall be local public/government entities, private non-profit organizations (as defined in the Internal Revenue Code meeting the criteria of a §501 (c)(3)), or private for-profit organizations.
- 2.3 Contractor shall provide satisfactory evidence that it has organizational capacity in the following areas:
 - 2.3.1 Financial management, including the ability to collect and report financial data;
 - 2.3.2 Recordkeeping, including the ability to collect and report participant data; and
 - 2.3.3 Not be disqualified or debarred from participation in government contracting at any level (i.e. federal, State, County).
- 2.3 Contractor shall provide youth services at a location(s) in Los Angeles County easily accessible to youth residing in cities/communities located within the boundaries of Los Angeles County.
- 2.4 Contractor shall provide adequate staffing to meet the objectives of the proposed program. Specifically, Contractor must have (or will have by date of Master

Agreement Award) a Master Agreement Manager with a minimum of five (5) years of experience managing social or community service-providing government contracts who will be assigned to the youth program.

3.0 SCOPE OF WORK

Contractor shall provide services that will benefit youth between the ages of 14 and 24 years of age with characteristics including, but not limited to, the following: disadvantaged, at-risk, foster care, CalWORKs/TANF and probation youth as required, and as further defined in *Appendix L* of the RFSQ, *Glossary of Terms*.

3.1 Guiding Principles

3.1.1 The following are underlying principles and should be incorporated in the program's framework:

- a) **Accessibility:** Youth Program services must be easily accessible to youth and employers. Services must also be centrally located within the service area, and be accessible by public transportation.
- b) **Youth Friendly:** The programs and system must be appealing and sensitive to the needs of the youth in terms of aesthetics, resources, and accommodations; the goal is that youth should be attracted interest in the program will be maintained. Youth and parents must take an active role in providing input regarding the operation of the program to ensure the applicable program outcomes align with the needs of the youth.
- c) **Simple Goals and Processes:** The system must have well defined goals and processes that are measurable, accountable and easy to understand. Outcome measures, as applicable, should be sufficiently flexible to accommodate change.
- d) **Continuous Quality Improvement:** The system must be capable of collecting and reviewing performance data and evaluating customer satisfaction with the purpose of continuously improving the delivery of services.
- e) **Innovative Program Design:** The program design should utilize creative and innovative approaches to provide a wide range of services that include the services to be provided, as listed under Section 4.0 of this SOW. Program design should support services that are distinctive and particular to the needs of identified populations of youth being served.

3.2 Program Eligibility

3.2.1 Contractor shall determine program eligibility in accordance to the rules and regulations guided by the applicable funding stream(s).

3.3 Areas to be Served

- 3.3.1 Contractor shall provide services in one or more of the five Supervisorial Districts of the Los Angeles County.

3.4 Data Management

- 3.4.1 Contractor shall track the progress of youth clients and submit applicable program and fiscal reports, data, and documentation to CSS within the specified time and date in accordance with applicable rules, regulations and policies.
- 3.4.2 Contractor shall have the data infrastructure, as program applicable, to support CSS' program reporting and fiscal requirements.

4.0 SPECIFIC TASKS

4.1 Assessments

- 4.1.1 Contractor shall comply with federal, State, and County requirements, where applicable, to ensure that each client who has been enrolled into a Youth Program, participates in an objective, comprehensive, educational, and employability assessment.

4.2 Services to be Provided

- 4.2.1 Tutoring, study skills training, and instructions leading to secondary school completion, including dropout prevention strategies.
- 4.2.2 Alternative secondary school services.
- 4.2.3 Summer employment directly linked to academic and occupational learning.
- 4.2.4 Paid and unpaid work experience (including internships, On-the-Job Training and job shadowing).
- 4.2.5 Occupational skills training.
- 4.2.6 Leadership development opportunities such as activities that encourage positive social behavior, "soft skills", decision-making, teamwork and other related activities.
- 4.2.7 Supportive Services (i.e., linkages to community services, childcare, housing assistance cost, transportation, medical services, mental health services, uniforms and any other appropriate work attire, and work related tool costs such as, but not limited to safety shoes, and protective eyewear). Refer to *Appendix L, Glossary of Terms* for more information on Supportive Services
- 4.2.8 Adult Mentoring, as defined in *Appendix L, Glossary of Terms*, for a minimum of twelve (12) months.

4.2.9 Guidance and Counseling, which can include drug and alcohol abuse counseling and referral. Refer to *Appendix L, Glossary of Terms* for more information on Guidance and Counseling

4.2.10 Post-participation Follow-up Services, further defined in *Appendix L, Glossary of Terms*, shall be provided after the client exits the youth program. Follow-up activities can include: leadership development, regular contact with the participant/employer, assistance to get a better job, tracking the progress of youth in employment after training, adult mentoring etc.

4.3 Performance Outcomes

4.3.1 Contractor shall meet the applicable performance requirements, as established by the prospective youth program. Future work orders for youth programs will provide all required performance outcomes.

5.0 QUALITY CONTROL PLAN

5.1 The Contractor shall establish and utilize a comprehensive Quality Control Plan (QCP) to assure the County a consistently high level of service throughout the term of the Master Agreement. The QCP shall be retained on file at the Contractor's main administrative office. The QCP shall include, but not be limited to, the following:

5.1.1 A method of monitoring to ensure the Master Agreement requirements are being met;

5.1.2 A record of all inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to the County upon request.

6.0 CONTRACTOR STAFF

6.1 General Requirements

6.1.1 Contractor shall have sufficient qualified staff, as defined in *subsections 6.2, 6.3, 6.4 and 6.5* to carry out the services of the youth program. The total number of staff shall be based on the method and level of services provided, and the size of the service area served by the Contractor.

6.1.2 Contractor shall operate continuously throughout the entire term of the Agreement with at least the minimum staff set forth herein, as well as any other applicable staffing requirements of the County for the Contractor necessary to provide services hereunder. Such staff shall meet all qualifications required by the grant fund, as well as those provided by the County through Master Agreement Amendments, Administrative Directives and Program Policy Memorandums.

- 6.1.3 Contractor shall ensure that Contractor staff is available to all clients, potential clients, referral sources, as well as the County on a minimum five-day-a-week basis (Monday through Friday). The Contractor's office shall be open a minimum of eight (8) hours per day. The Contractor shall also ensure that each Contractor office location has a telephone answering machine or voice mail system in place during non-business hours. Contractor staff shall check and respond to all messages in a timely manner of forty-eight hours or less.
 - 6.1.4 The Contractor shall always have an employed staff with the authority to act on behalf of the Contractor available during work hours.
 - 6.1.5 Contractor shall develop and implement an internal staff training policy, including an orientation to all new permanent staff. Contractor is responsible for ensuring its staff, both existing and new, are properly trained in all areas related to providing youth program services.
- 6.2 Project Director
- 6.2.1 Project Director Responsibilities:
 - 6.2.1.1 The Project Director will plan, organize and direct all administrative and Youth Program activities specified in the Master Agreement. The Project Director will define lines of authority and will develop the roles and parameters of responsibility for the Contractor staff consistent with established County requirements. The Project Director, or their designee, shall have full authority to act on behalf of the Contractor on all Master Agreement matters relating to the daily operations of this Master Agreement.
 - 6.2.1.2 The Project Director, or their designee, must request permission from the County at least five (5) days prior to the anticipated release of client information coming from outside agencies or individuals and ensure that the requested data are adequately defined, the intended use is appropriate, and the release of information is permissible under the law. The County's written approval must be received prior to the release of any client information.
 - 6.2.1.3 The Project Director, or their designee, shall be available to County between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday to oversee all the daily activities.
 - 6.2.1.4 The Project Director or designee shall regularly attend all CSS mandated meetings as they pertain to the applicable program.
 - 6.2.2 Project Director Minimum Qualifications:
 - 6.2.2.1 The Project Director shall have a minimum of three (3) years of experience managing social or community service-providing

government contracts similar in nature or scope to the services specified in this Master Agreement.

6.2.2.2 The Project Director must be able to speak, read, and understand English fluently.

6.2.2.4 The Project Director must be able to evaluate the performance of Case Managers to ensure Contractor meets specified program requirements, in accordance to the applicable rules and regulations of the youth program.

6.3 Support Staff

6.3.1 Contractor shall have the necessary support staff to perform all clerical, fiscal, and data entry as required by the applicable funding source.

6.4 Volunteers

6.4.1 Contractor use of Volunteers (those staff not permanently employed by Contractor) is optional. However, if Contractor utilizes Volunteers, Contractor shall recruit and train volunteers to expand the provision of program services. Volunteers must be appropriately qualified and supervised by the Project Director or designee. If possible, Contractor shall work in coordination with organizations that have experience in providing training, placement, and stipends for Volunteers (such as organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in a community service setting.

6.5 Accountant

6.5.1 Contractor shall ensure that staff responsible for fiscal matters has certified experience in the following areas at a minimum: cost allocation plans, Generally Accepted Accounting Principles (GAAP), County fiscal policy, County fiscal policy, Office of Management and Budget regulations (OMBs), accruals, and related fiscal materials.

6.6 Employee Benefits and Taxes

6.6.1 Contractor shall be solely responsible for providing to, or on behalf of, its employees, all legally required salaries, wages, benefits, or other compensation.

6.6.2 County shall have no liability or responsibility for any taxes, including, without limitation, sales, income, employee withholding and/or property taxes, which may be imposed in connection with or resulting from this Agreement or Contractor's performance hereunder.

6.7 Employee Safety

- 6.7.2 Receive all required general and specific training related to the program requirements on Employee Safety mandated by applicable federal, State, and County requirements.

6.8 Employee Eligibility Verification

- 6.8.1 Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding employment of undocumented aliens and other workers including, but not limited to, resident aliens, US Citizens, etc., and that all of its employees performing work under this Master Agreement meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), as they currently exist and as they may be hereafter amended. Contractor shall retain such documentation of all covered employees prescribed by law.

- 6.8.2 Contractor shall indemnify, defend, and hold harmless, County, its agents, officers and employees from any employer sanctions and any other liability which may be assessed against Contractor or County or both in connection with any alleged violation of Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Master Agreement.

7.0 GREEN INITIATIVE

- 7.1 The Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.
- 7.2 The Contractor shall notify County’s CPM of Contractor’s green initiatives prior to the commencement of the Agreement.

8.0 TRAINING

- 8.1 County may establish, provide, and/or require mandatory training of Contractor staff at its discretion.
- 8.2 Contractor Project Director, as referenced in *Section 4.2* of this SOW, shall ensure that all appropriate Contractor staff and volunteers attend all relevant training sessions and meetings called by County for Contractor’s benefit and held at a County facility or another site, as determined by the COUNTY.
- 8.3 Contractor acknowledges that training sessions and meetings may be scheduled for purposes which include, but are not limited to, information sharing, policy orientation and other program development. Contractor shall ensure staff and volunteers shall attend the appropriate training required for their position.

9.0 MEETINGS

- 9.1 Contractor must attend all mandated meetings as requested by County's CPM, or authorized designee. Contractor shall be given advance notice of all scheduled meetings with the County. Failure to attend mandated meetings shall be considered non-compliance with the Master Agreement and may result in further action pursuant to the *Master Agreement Standard Terms and Conditions, Paragraph 9.12 Probation and Suspension*, and any other applicable Master Agreement provisions.
- 9.2 Contractor staff is also required to attend meetings that offer ways to expand knowledge of and increase efficiency in the services provided. These meetings may be called by the County, State or federal agencies, and held at a County facility or another site, as determined by County.

10.0 MULTILINGUAL CAPABILITIES OF CONTRACTOR'S STAFF

- 10.1 Contractor must provide services in the primary/native language of the client for those who have limited or no English speaking capabilities. This shall be done using bilingual staff or a translator. Contractor shall make efforts to employ staff or a translator and may recruit Volunteers who are bilingual in the needed languages. Contractor shall not require any client to provide his/her own translator.
- 10.2 Contractor must be committed and sensitive to the delivery of culturally and linguistically appropriate youth program services. To that end, Contractor must seek to hire qualified staff that is multilingual and/or multicultural in order to better reflect the communities served. In addition, Contractor and its staff including volunteers are expected to develop cultural competency and cross-cultural clinical practice skills. Contractor must also develop effective linkages with various ethnic, health and social service agencies for the benefit of Clients.

11.0 UNUSUAL OCCURRENCES/CRIME

- 11.1 Occurrences such as natural disaster (including earthquakes, floods, landslides, wildfires, extreme heat/cold), man-made emergencies (such as epidemic outbreaks, bio-terrorism, food-borne illness, fire, major accidents, death from unnatural causes, or other catastrophes), and unusual occurrences which threaten the welfare, safety or health of clients, personnel or visitors shall be reported by the Contractor within twenty-four (24) hours to the local health officer by telephone and confirmed in writing, and also to CSS by telephone and confirmed in writing.
- 11.2 Crime related occurrences, such as theft or vandalism, must be reported by Contractor within twenty-four (24) hours to the local police or sheriff department by telephone and confirmed by filing a police report, and also to CSS by telephone and confirmed by providing a copy of a filed police report. The Contractor shall prepare and retain a copy of the police report on file. Contractor shall maintain all such police reports in a manner consistent with *Master Agreement, Section 8.0 Standard Terms and Conditions, Paragraph 8.37 Record Retention and Inspection/Audit Settlement*. The Contractor shall furnish such other pertinent information related to such occurrence as the local authorities and/or CSS may require.

12.0 FISCAL

12.1 Cost Allocation Plan for Cost Reimbursement Activities

12.1.1 Contractor shall submit an annual organization-wide Cost Allocation Plan pursuant to the requirements outlined herein. The Cost Allocation Plan shall be prepared in accordance with County instructions and applicable OMB Circulars and, at a minimum, shall include the following information:

12.1.1.1 Contractor general accounting policies;

12.1.1.2 Basis of accounting;

12.1.1.3 Fiscal Year;

12.1.1.4 Method for allocating indirect costs (simplified, direct, multiple, negotiated rate);

12.1.1.4 Indirect cost rate allocation base;

12.1.1.5 Identify the Contractor's direct and indirect costs (by category) and describe the cost allocation methodology for each category;

12.1.1.6 Contractor's authorized representative shall sign the Cost Allocation Plan, certifying the accuracy of the Plan;

12.1.1.7 The Contractor's Cost Allocation Plan shall support the distribution of any joint costs with other funding sources related to the tasks and activities of this Master Agreement. All costs included in the Cost Allocation Plan will be supported by formal accounting records, which will substantiate the propriety of eventual charges. Budget allocations are not adequate documentation; and

12.1.1.8 Contractor shall submit a Cost Allocation Plan to County's Master Agreement Manager, identified by Fiscal Year, as follows:

12.1.1.8.1 The County has developed a sample Cost Allocation Plan; Contractor may request a copy thereof upon providing a written request to County's Master Agreement Manager.

12.1.1.8.2 Contractor shall submit the Cost allocation Plan to County's Master Agreement Manager within sixty (60) days of execution of the Master Agreement.

12.1.1.8.3 Annually, Contractor shall also submit a new Cost Allocation Plan to County's Master Agreement

Manager for review and approval within sixty (60) days of the start of each Fiscal Year.

12.1.1.8.4 The Cost Allocation Plan shall be subject to review and approval by the County.

12.1.2 County will test Contractor's Cost Allocation Plan during the normal course of monitoring to ensure Contractor's compliance with the Master Agreement and OMB Circular requirements. Contractor's failure to comply may result in suspension of payment(s), suspension of the Master Agreement, termination of the Master Agreement or other remedies as determined by County under the Master Agreement or at law.

12.1.2.1 Pursuant to record retention policies outlined in *Master Agreement, Section 8.0 Standard Terms and Conditions, Paragraph 8.37 Record Retention and Inspection/Audit Settlement*, Contractor will retain on file all documentation supporting the methodology utilized to determine the reasonableness of the costs associated with Agreement tasks and activities.

12.2 Closeout Reports

12.2.1 At the end of each Fiscal Year, the Contractor shall prepare and submit the Closeout Report in the form and manner designated by County. The Closeout Report shall include the reporting of expenses and accruals through the last day of the Fiscal Year. The County will notify Contractor of the deadline for submission of the Closeout Report.

12.2.2 If the Master Agreement is terminated or cancelled prior to June 30th of any Fiscal Year, the Closeout Report shall be for that Master Agreement period which ends on the termination or cancellation date. Contractor shall submit the Closeout Report after the termination/cancellation date in the manner and timeframe designated by County.

12.3 Program Income Statement Report

12.3.1 Program Income is revenue that is generated or has been properly earned by Contractor (and/or subcontractor) from Master Agreement activities. Program Income includes, but is not limited to:

12.3.1.1 Voluntary contributions received from Client or responsible party as a result of Services;

12.3.1.2 Income from usage or rental fees of real or personal property acquired with Master Agreement Funds;

- 12.3.1.3 Royalties received on patents and copyrights from Master Agreement activities; proceeds from the sale of items fabricated under Master Agreement; and
 - 12.3.1.4 Fees earned from the provision of Master Agreement Services.
- 12.3.2 While the preceding list reflects various types of Program Income, it is not an exhaustive list of items which can be classified as Program Income. Contractor shall adhere to the Program Income requirements outlined in the applicable OMB Circulars and CFR that pertain to Contractor's organization (i.e., OMB Circular A-102, OMB Circular A-110 (2 CFR Part 215), Title 29 CFR Part 95, or Title 29 CFR Part 97).
 - 12.3.2.1 The use of Program Income requires prior written approval from County's Master Agreement Manager.
- 12.3.3 Contractor shall prepare a Program Income Statement Report (Report) on Master Agreement revenues versus expenditures. The purpose of this Report is to identify the amount of Program Income. The Report should be amended if adjustments are required due to any new information received after the filing of the Report.
 - 12.3.3.1 The Report shall be submitted along with the Closeout Report in the form, manner and timeline as designated by County.
- 12.3.4 Plan for Disposition of Program Income
 - 12.3.4.1 If Contractor's Program Income Statement Report identifies Program Income, Contractor shall prepare and submit a Plan for Disposition of Program Income (Plan). The Plan shall be completed and submitted in the form and manner as designated by County within thirty (30) days after the Program Income Statement Report is due.
 - 12.3.4.2 The Plan shall be reviewed by County for final approval. The Plan shall be amended as soon as possible if the Program Income Statement Report is amended.
 - 12.3.4.3 Program Income shall be spent on line items identified by Contractor in the Plan (upon County's approval of the Plan).
- 12.3.5 Final Report on Disposition of Program Income
 - 12.3.5.1 Within thirty (30) days after the scheduled completion date of an approved Plan for Disposition of Program Income, Contractor must submit a Final Report on Disposition of Program Income (Final Report) to County in the form and manner designated by County.

- 12.3.5.2 If the Final Report is not submitted on the scheduled date, County in its sole discretion, shall extend the completion date, renegotiate the Plan for Disposition of Program Income, recapture the balance of the unexpended Program Income or pursue any other remedies available to County under the Master Agreement.

12.4 Reporting of Accruals

- 12.4.1 Contractor shall report accruals on a monthly basis, as required by the applicable funding source.

13.0 MASTER AGREEMENT DOCUMENT DELIVERABLES

- 13.1 Contractor shall also complete and submit to the County certain other deliverable documents as specified herein. Prior to the commencement of this Master Agreement and annually thereafter (or as otherwise established by County), Contractor shall submit the following deliverables in the form and manner that is prescribed by County: Master Agreement Compliance Documents, Business Forms, Reporting Documents, and other documents requested from time to time by County or its designee(s):
 - 13.1.1 Master Agreement Compliance Documents (as described in Sub-paragraph 13.3)
 - 13.1.2 Business Forms (as described in Sub-paragraph 13.4)
 - 13.1.3 Reporting Documents (as described in Sub-paragraph 13.5)
 - 13.1.4 Other Documents: During the term of this Agreement, the County or its designee(s) may request from time to time additional documents from Contractor, and Contractor shall adhere to County's request for such documents.
- 13.2 Contractor's failure to timely submit documents required or requested by County may result in suspension of payments or other remedies as determined by County.
- 13.3 Master Agreement Compliance Documents: Contractor shall provide to CPM, by the deadline imposed by County, current copies of the following Master Agreement Compliance Documents prior to the commencement of the Master Agreement, and thereafter when requested by County:
 - 13.3.1 Certificate of Insurance: Contractor shall provide such Certificate pursuant to the requirements outlined in the *Master Agreement, Section 8.0 Standard Terms and Conditions, Paragraphs 8.24 General Provisions for all Insurance Coverage, and 8.25 Insurance Coverage.*
 - 13.3.2 Business License: Contractor shall provide a current copy of its Business License as issued by its state's Secretary of State on an annual basis.

- 13.3.3 Public Health Permit: For every service site where Contractor provides services that require a Permit issued by County of Los Angeles Department of Public Health, Contractor shall annually provide a current copy of such Permit.
- 13.3.4 Health Department Inspection Report: For each service site where Contractor provides Services that require an inspection by County of Los Angeles Department of Public Health, Contractor shall annually provide a current copy of such Report. In the event that violations are noted on the Report, Contractor shall ensure that it complies with all corrective measures as directed by the Department of Public Health. Contractor shall provide to County written evidence of its compliance within five (5) days of receiving the evidence from Public Health.
- 13.3.5 Fire Department Inspection Report: For each service site that clients will visit, Contractor shall obtain an annual fire inspection of its facility(ies). The inspection shall be conducted by the Los Angeles County Fire Department or by the Contractor's local fire department and Contractor shall obtain a written Report of the inspection which shall be provided to County. In the event that violations are noted on the Report, Contractor shall ensure that it complies with all corrective measures as directed by the fire department. Contractor shall provide to County written evidence of its compliance within five (5) days of receiving the evidence from the fire department.
- 13.4 Business Forms: Contractor shall provide to County's Master Agreement Manager, by the deadline imposed by County, the following Business Forms prior to the commencement of the Master Agreement, and thereafter when requested by County:
 - 13.4.1 Board of Directors' Resolution: The Resolution provides written evidence to support the delegated authority that Contractor's organization has vested in its Authorized Representative, who will act on behalf of the Contractor pursuant to the *Master Agreement, Section 8.0 Standard Terms and Conditions, Paragraph 8.3 Authorization Warranty of the Agreement*. Such written evidence shall adhere to the following requirements:
 - 13.4.1.1 If Contractor is a public entity (defined as the government of the United States; the government of a State or political subdivision of a State; or an agency of the United States, a State, or a political subdivision of a State; or any interstate governmental agency), Contractor shall submit a copy of its resolution, order or motion which has been approved by its Governing Body (e.g., Board of Supervisors) to County. If Contractor is a private nonprofit entity, Contractor shall submit a copy of written authorization from its Governing Body (e.g., Board of Directors) to County.

- 13.4.1.2 Contractor's resolution, order, motion or other authorization shall contain the following elements: reference this Master Agreement number; authorize execution of this Master Agreement; identify Contractor's Authorized Representative who will execute the original Master Agreement and any subsequent amendments to this Master Agreement; and, approve and accept Master Agreement funds. In the event that there is a change in Contractor's Authorized Representative, Contractor shall notify County within five (5) days of the change pursuant to the *Master Agreement, Section 8.0 Standard Terms and Conditions, Paragraph 8.34 Notices*, and shall provide a revised resolution, order, motion or other authorization which reflects the new Authorized Representative.
- 13.4.2 Articles of Incorporation: These documents shall reflect Contractor's legal name; and, County shall use these as verification of Contractor's name. In the event there are any amendments, Contractor shall so notify County within five (5) days of said amendment being enacted.
- 13.4.3 By-Laws: The internal rules which govern Contractor's organization and are generally concerned with the operation of the organization, and setting out the form, manner or procedure in which the organization should operate. Contractor shall notify County in writing within five (5) days of the enactment of any amendments to its By-Laws.
- 13.4.4 Tax Exempt Status Letter: Written documentation that is obtained from the Internal Revenue Service, evidencing Contractor's tax exempt status. Contractor shall notify County in writing within five (5) days of any change in its tax exempt status.
- 13.4.5 Organization Chart: Diagram of the Contractor's structure which outlines the hierarchy, relationships and relative ranks of its parts and positions/jobs. Contractor shall notify County in writing within five (5) days of any change in its organization chart.
- 13.4.6 Subcontract(s): Third-party agreement as defined in the *Master Agreement, Section 8.0 Standard Terms and Conditions, Paragraph 8.39 Subcontracting*. Contractor shall notify County in writing within five (5) days of the enactment of any amendments to its subcontracts.
- 13.4.7 Complaints: Contractor shall provide its policy and procedures for receiving investigating and responding to participant complaints pursuant to the requirements outlined in the *Master Agreement, Section 8.0 Standard Terms and Conditions, Paragraph 8.4 Complaints*.
- 13.5 Contractor shall provide to County's Master Agreement Manager, by the deadline imposed by County, the following Reporting Documents prior to the commencement of the Master Agreement, and thereafter when requested by County:

- 13.5.1 Cost Allocation Plan: This Plan shall adhere to the requirements outlined in this *Statement of Work, sub-paragraph 10.1 Cost Allocation Plan for Reimbursement Activities*, above.
- 13.5.2 Closeout Report: This Report shall adhere to the requirements outlined in this *Statement of Work, sub-paragraph 10.2 Close-Out Reports*, above.
- 13.5.3 Program Income Statement Report: This Report shall adhere to the requirements outlined in this *Statement of Work, Sub-paragraph 10.3 Program Income Statement Report*, above.
- 13.5.4 Other Reporting Documents which County may request from time to time relating to Contractor's performance, Work, Services. County shall not be unreasonable in its request.